

Cherwell District Council

Overview and Scrutiny Committee

21 November 2017

Quarter Two Performance Update

Report of Director – Strategy & Commissioning

Purpose of report

To provide an update on the Cherwell Business Plan progress to the end of Quarter Two 2017/18.

1.0 Recommendations

The meeting is recommended to:








- 1.1 Note the exceptions highlighted
- 1.2 Identify any performance related matters Overview and Scrutiny Committee would like to refer to Executive.

2.0 Introduction

- 2.1 This is the second quarterly performance report for the 2017/18 Business Plan.
- 2.2 The report is also available online via the Performance Matters corporate performance management system where further options are available to interrogate the data in the report.

2.3 Legend for Appendices




The following legend applies to the report and associated appendices:

Colour	Symbol	Meaning for Judgements	Meaning for Numeric Measures
Red		Significantly behind schedule	Significantly worse than target (more than 10% by default)
Amber		Slightly behind schedule	Slightly worse than target (up to 10% worse by default)
Dark Green		Delivering to plan	Delivering to target (up to 10% better by default)
Light Green		Ahead of schedule	Significantly better than target (more than 10% by default)
		Has improved since last month / quarter/ year (arrow signifies which way performance has moved)	
		Has got worse since last month / quarter/ year	
		Direction of Travel is not applicable as measures have not previously been reported; they are new to this year's business plan.	

3.0 Report Details

3.1 Overall summary

This report focuses on the '**Year to Date**' position which shows the performance for this financial year at the end of Quarter two. There are 82 measures in the 2017/18 business plan that have targets or judgements applied to them. The summary of performance is as follows:-

Overall Plan Summary		
Status	No Of Measures	% attainment
	70	85%
	7	8%
	5	7%

Appendix 1 shows a 'sunburst' overview of quarter two performance, radiating from the corporate priorities in the centre through the objectives to the specific measures in the outer ring.

3.2 Exceptions this quarter

3.2.0 An exception is anything that has triggered a Red or Amber alert.

3.2.1 For measures of performance which are numerically based, the default tolerances are 'not meeting target but within 10%' (Amber) and 'worse than 10% away from target' (Red). Some measures may in future have their own tailored tolerances to ensure that Red and Amber alerts are appropriate to the measure.

3.2.2 Details of all Quarter two exceptions are shown in Appendix 2 including any period exceptions for the month of September.

3.2.3 Below is a summary of the five Red rated measures reported at the end of Quarter two.

Measure	Red Measures – Quarter Two Update								
<p>CBP3.2.2a – Average time taken to process new housing benefit claims</p>	<ul style="list-style-type: none"> In June 2017 a system conversion was undertaken for CDC which saw all the Revenues and Benefits data move from Northgate to Academy software system. <p>Although currently below target of 22 days the direction of travel is very good as shown below. A new online claim form is about to go live which will allow for the full introduction of Risk Based Verification which will also have a positive impact on performance.</p> <table border="1" data-bbox="488 1249 1347 1447"> <thead> <tr> <th></th> <th>Average time to assess new claims</th> </tr> </thead> <tbody> <tr> <td>August 17</td> <td>38.06 days</td> </tr> <tr> <td>September 17</td> <td>34.27 days</td> </tr> <tr> <td>October 17</td> <td>28.1 days</td> </tr> </tbody> </table>		Average time to assess new claims	August 17	38.06 days	September 17	34.27 days	October 17	28.1 days
	Average time to assess new claims								
August 17	38.06 days								
September 17	34.27 days								
October 17	28.1 days								
<p>CBP3.2.2b - Average time taken to process change in circumstances</p>	<ul style="list-style-type: none"> As above (CBP3.2.2a) As above, the system conversion means that we are dealing with a backlog, and this is reducing every week. Although slightly below the target of 8 days the direction of travel for the assessment of changes is also very encouraging as shown below. <table border="1" data-bbox="488 1680 1347 1877"> <thead> <tr> <th></th> <th>Average time to assess changes</th> </tr> </thead> <tbody> <tr> <td>August 17</td> <td>13.78 days</td> </tr> <tr> <td>September 17</td> <td>12.56 days</td> </tr> <tr> <td>October 17</td> <td>10.3 days</td> </tr> </tbody> </table>		Average time to assess changes	August 17	13.78 days	September 17	12.56 days	October 17	10.3 days
	Average time to assess changes								
August 17	13.78 days								
September 17	12.56 days								
October 17	10.3 days								
<p>CBP3.2.2c – Average time taken to process new claims and changes to</p>	<ul style="list-style-type: none"> As above, the direction of travel is good as shown below: <table border="1" data-bbox="488 1989 1347 2107"> <thead> <tr> <th></th> <th>New and Changes</th> </tr> </thead> <tbody> <tr> <td>August 17</td> <td>15.4 days</td> </tr> <tr> <td>September 17</td> <td>14.4 days</td> </tr> </tbody> </table>		New and Changes	August 17	15.4 days	September 17	14.4 days		
	New and Changes								
August 17	15.4 days								
September 17	14.4 days								





housing benefit.	October 17	12.6 days	<ul style="list-style-type: none"> Performance will be monitored and we would hope to see improvement on a monthly basis. Priority will continue to be given to any claims from vulnerable residents.
CBP3.4.4 – Get commitment from five local businesses to work towards Workplace Wellbeing accreditation.	<ul style="list-style-type: none"> The council has been working towards a national set of indicators in order to deliver this. Unfortunately, the national programme has been put on hold, meaning that our delivery is also on hold. We are waiting for the green light from Public Health England to resume. 		
CBP4.1.3 – Percentage of Council Tax collected, increasing Council tax base.	<ul style="list-style-type: none"> Due to the system conversion from Northgate to Academy, it has not been possible to undertake all the recovery runs as anticipated. We expect that this will be rectified after November. 		

3.2.4 **Appendix 2** shows all exceptions for Quarter 2/YTD (5 x Red and 7 x Amber) with associated commentary.

3.2.5 Commentary is directly from the service experts to provide context to the judgement or data displayed.

3.3 Good news extracts from Quarter Two / Year to Date report

District of Opportunity




Status	No Of Measures	% attainment
 or 	20	87%
	3	13%
	0	0%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD Update
CBP1.2.5 – Delivering, in partnership, the Health New Town programme for Bicester	<ul style="list-style-type: none"> Healthy New Town programme is progressing well and second Stakeholder conference will take place in October 2017.

<p>CBP1.3.4 – Support the Mill as the primary town centre arts provision in its development.</p>	<ul style="list-style-type: none"> The feasibility study has been received from the Mill and positive discussions are underway between the Trustees, Cherwell DC and Oxfordshire County Council regarding its long term viability and forward planning.
<p>CBP1.4.5 – Unemployment rate and take up of Job Clubs/Job Fairs by companies</p>	<ul style="list-style-type: none"> Very low unemployment is maintained - measured by work related benefit claimants.





3.3.2 Safe, Green, Clean

Status	No Of Measures	% attainment
	14	100%
	0	0%
	0	0%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD update
<p>CBP2.2.1a – Undertake neighbourhood blitzes with community involvement</p>	<ul style="list-style-type: none"> We have undertaken the Kidlington Neighbourhood Blitz which ran from 18th until 22nd September. The event proved to be very popular with the residents. Street Cleansing collected a record 130 pre-booked bulky household waste requests. The total amount of weight of waste collected was in excess of 20 tonnes throughout the week.
<p>CBP2.3.5 – Embedding new Taxi Policy including safeguarding awareness training for licensed taxi drivers.</p>	<ul style="list-style-type: none"> The new taxi policy has now been in place for 10 months. During this period mandatory safeguarding training has been required. Approximately 500 drivers out of 600 have now undergone the training.





3.3.3 A Thriving Community

Status	No Of Measures	% attainment
 or 	27	82%
	2	6%
	4	12%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD update
<p>CBP3.3.1 - Deliver the actions within the revised Homelessness prevention strategy.</p>	<ul style="list-style-type: none"> Officers continue to be involved in working in partnership with the other Oxfordshire District Councils, Oxfordshire County Council and Oxfordshire Clinical Commissioning Group to oversee an approved plan to de-commission beds within the Adult Homeless Pathway as a result of a reduction in funding from the County Council. Cherwell will be making a financial contribution for the next three years. This guarantees Cherwell access to 11 complex needs bed spaces based in Oxford, providing 24 hour support for people found rough sleeping.
<p>CBP3.2.1 – Monitoring of contract for high quality financial & debt advice for vulnerable residents</p>	<ul style="list-style-type: none"> The contract for Debt and Money advice has an annual target of supporting 5000 residents and is broken down to 1250 per quarter. Citizens Advice report that 1434 people living within the Cherwell District were supported in Quarter 2. Nearly 3000 have been supported in the first 6 months, 20% ahead of target.





3.3.4 Sound budgets and customer focussed council

Status	No Of Measures	% attainment
 or 	9	75%
	2	17%
	1	8%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD update
CBP4.1.2 – Implement the shared corporate IT strategy including a new council website	<ul style="list-style-type: none"> • New council websites were successfully launched on 26th September. On time and on budget. • IT Strategy and Transformation work is progressing well. A new data network supplier has been appointed which will deliver significant savings. • Infrastructure harmonisation and simplification is progressing well.
CBP4.4.2 – Delivering a jointly owned company (with SNC) for Revenues and Benefits services.	<ul style="list-style-type: none"> • The Council Owned company was established in April 2017. 18 new officers are now employed by CSN Resources and the remainder of the Revs and Bens team will transfer into the company from April 18.

3.3.5 Equalities – Exceptions

Status	No Of Measures	% attainment
 or 	33	92%
	3	8%
	0	0%

3.3.6 **Appendix 3** has a list of 'All measures' in the business plan with associated commentary.

3.3.7 **Appendix 4** provides an update of the Equalities action plan 2017/18. There are no concerns with progress.

4.0 Conclusion and Reasons for Recommendations

4.1 This is the second for 2017/18 based on the new Business Plan. As agreed previously, this report focuses on the exceptions and some examples of good performance to provide a balance and includes commentary supporting the generally excellent levels of delivery.

5.0 Consultation

5.1. As part of the Council's engaging and comprehensive approach to performance management, the joint management team has reviewed the Quarter two

performance and is satisfied with progress. There are no recommendations for intervention or alternative measures.

5.2 Overview & Scrutiny Committee is also invited to review the Council's performance on a quarterly basis and to provide any feedback to Executive.

5.3 It should also be noted that some indicators are based on public consultation or customer feedback.

6.0 Alternative Options and Reasons for Rejection

6.1 The following alternative options have been identified and rejected for the reasons as set out below.

None identified

7.0 Implications

Financial and Resource Implications

7.1 Financial Effects – The resource required to operate the Performance Management Framework is contained within existing budgets. However the information presented may lead to decisions that have financial implications. These will be viewed in the context of the Medium Term Plan and Financial Strategy and the annual Service and Financial Planning process.

Comments checked by:

Paul Sutton – Chief Finance Officer

03000 030106 Paul.Sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2 There are no legal issues arising from this report.

Comments checked by:

Nigel Bell, Interim Legal Services Manager

01295 221687 nigel.bell@cherwellandsouthnorthants.gov.uk

Risk Implications

7.3 The purpose of the Performance Management Framework is to enable the Council to deliver its strategic objectives. All managers are required to identify and manage the risks associated with achieving this. All risks are logged on the Risk Register and reported quarterly to the Audit Committee.

Comments checked by:

Louise Tustian – Team Leader, Strategic Intelligence & Insight Team 01295 221786 Louise.tustian@cherwellandsouthnorthants.gov.uk

Data Quality

- 7.4 Data for performance against all indicators has been collected and calculated using agreed methodologies drawn up by accountable Officers. The Council's performance management software has been used to gather and report performance data in line with performance reporting procedures.

Comments checked by:

Julie Miles – Strategic Intelligence & Insight Team Assistant 01295 221553

Julie.miles@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

All

Links to Corporate Plan and Policy Framework

The Performance Management Framework covers all of the Council's Strategic Priorities

Lead Councillor

Councillor Richard Mould – Lead Member for Performance Management

Document Information

Appendix No	Title
1	Appendix 1 – Sunburst showing the CDC Business Plan Priorities and Objectives The outer ring of the diagram shows the individual judgments and measures used to evidence the objective judgments in the middle ring.
2	Appendix 2 – Exceptions for this quarter The table provides details of all measures with a Red or Amber alert for Quarter 2 and the most recent period (if applicable for monthly measures).
3	Appendix 3 – Full measure and judgement list All measures are shown in this appendix with commentary provided by the appropriate service area
4	Appendix 4 – Equalities Action Plan Sunburst A summary of the key Equalities themes
Background Papers	
None	
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